

SENIOR HR REPRESENTATIVE

DISTINGUISHING FEATURES

The fundamental reason the Sr. HR Representative exists is to perform paraprofessional, specialized, and technical duties associated with any of the following depending on assignment: employee benefits, Arizona State Retirement System, Public Safety Personnel Retirement System, support of the Personnel Board, employee programs, volunteer coordination, Mayor's Committee coordination, Diversity and Dialogue events, Learning and Organizational Development, or other administrative assignments in the Human Resources Department. This classification is not supervisory. Work is performed under general supervision by the HR Manager Administration. The Sr. HR Representative is distinguished from the HR Representative by the greater complexity, technicality, and responsibility of the work assigned.

ESSENTIAL FUNCTIONS

BENEFITS ASSIGNMENT

Coordinates and performs staff work for the Public Safety Personnel Retirement System and the Personnel Board.

Works with employees in the Arizona State Retirement System by meeting with individuals requesting information on retirement and their options.

Develops retirement packets to assist retiring employees.

Performs retirement exit interviews.

Supports the Senior Benefits Analyst and the HR Manager Administration in the area of benefits.

Provides analytical support to benchmarking, researching, etc. with other municipalities and private industry relative to benefits.

Assists in the preparation of documents to be utilized in the budget, benefit recommendations to the City Manager, and the Benefits Coordinating Committee.

Assists in the review, development and implementation of material to be utilized in the benefits open enrollment process.

Works on developing and insuring timeliness of Cityline articles throughout the year.

Assists in the area of process definition and flow-charting.

Assists on annual audits of the benefit accounts and drafts a report on deficiency and recommendations.

Assists in case managing employees regarding FMLA, Short Term Disability, Long Term Disability, GAP and COBRA.

Assists Senior HR Analyst and HR Analyst on special projects relative to benefits (i.e. military leave, benefit clarification, scope of works, etc.)

Assists in administration and maintenance of the HR records retention schedule to ensure compliance and consistency within the department.

EMPLOYEE PROGRAMS ASSIGNMENT

Coordinates special events, inter-organizational, and leisure time activities that meet the needs of the City's diverse workforce to enhance well being, provide opportunities for employee involvement, learning and knowledge.

Coordinates the efforts of the planning committee and other employee participation to assist in the design, planning and implementation of the activities and events.

Develops and informs employees by written materials and/or oral communications of social, recreational, vocational, education, and health-oriented opportunities such as City-sponsored events, educational opportunities, and vendor discount programs, and other activities.

Develops and maintains comprehensive monitoring reports to quantitatively and qualitatively track the success of Employee Programs' activities and the City Store.

Develops schedule of events in cooperation with other City departments to avoid conflict and duplication of effort.

Researches cost for incentives and service awards used in Employee Programs' activities.

Conducts surveys, prices, and orders merchandise for the City Store.

Provides analytical support to benchmarking, researching, etc. with other municipalities and private industry relative to employee programs.

Assists in the preparation of documents to be utilized in the budget, recommendations to the City Manager, and other special projects as assigned relative to employee programs.

Oversees the reconciliation of all benefit providers accounts each month for accuracy researching Total HR, employee files and providers to resolve issues.

Provides assistance in the area of benefits as defined under the benefit assignment as needed.

DIVERSITY AND DIALOGUE ASSIGNMENT

Coordinates the Volunteer Program by interviewing and placing volunteers; works with other volunteer coordinators in the City to ensure hours are tracked, volunteers are recognized, and volunteers are being fulfilled in their respective areas and adjusting as needed; coordinates the annual recognition event; markets the volunteer program through various resources.

Plans, organizes and administers the annual Mayor's Committee Program event by requesting sponsorships from merchants and the business community; coordinates the annual event including invitations, contracts, location, set-up, volunteers, and scholarship awards.

Responsible for program and event planning for the Office of Diversity and Dialogue, including City sponsored diversity programs, activities, and events sponsored by the Diversity Advisory Committee.

Serves as a liaison to the Diversity Advisory Committee (DAC).

LEARNING AND OD ASSIGNMENT

Provides paraprofessional administrative support to Learning and OD staff and other HR staff and IS including research and special projects.

Analyzes data and trends, extrapolating data and producing reports.

Provides consultation to employees regarding what training to enroll in.

Acts in a lead role delegating assignments to the Support Specialist.

Coordinates class registration, cancellation policies, and room usage policies.

Maintains the learning management system including employee tracking and employee profile maintenance, class enrollment, waiting lists, evaluations, professional development records and reports.

Updates web pages for HR and IS learning systems.

Schedules meetings and coordinates the calendar for Scottsdale University.

Coordinates materials and logistics for HR and IS classes, including room set-ups.

Purchases materials and supplies.

Monitors the HR and IS learning program budgets.

Maintains reference materials in the Learning Center Library.

ADMINISTRATION ASSIGNMENT

Supports the HR Manager Administration, and/or HR Manager.

Administration

Assists either the Senior HR Analyst/HR Analyst or the HR Manager Administration in the development of process, training materials, etc.

Provides analytical support by benchmarking, researching, etc. with other municipalities and private industry. Assists in the preparation of budget documents; development and review of process improvements and documentation, and process definition and flow-charting.

Assists on annual audits of the personnel, CDL driver qualification, medical files and I-9 documentation to ensure compliance.

Assists in administration and maintenance of the HR records retention schedule to ensure compliance and consistency within the department.

Consulting Services

Receives and communicates drug test and physical results on all new hires/employees and compiles data. Maintains logs for pre-employment substance abuse testing.

Acts as liaison with Payroll and processes and maintains all transmittal forms and required paperwork for hires, transfers, promotions, terminations, reclassifications, etc. Prepares and checks documents for accuracy, approval and timely disbursement. Follows-up with departmental representatives to ensure accurate paperwork is submitted in a timely manner.

Conducts entry-level recruitments as time permits. Coordinates recruitment advertising and assists HR Manager in monitoring costs.

Assists with pre-employment process, new hire process, salary surveys, SP3 training, and new hire orientation.

Conducts entry-level job studies, prepares and develops job descriptions as time permits.
Prepares class and pay plan amendments for approval and disbursement.

Coordinates JIMS information, which includes research, writing responses or disseminating information as appropriate.

Provides assistance with employee relations, such as participating in investigations and resolving basic employee concerns and issues; and maintains employee relations logs.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Comprehensive employee benefit programs, including retirement systems.

Research techniques.

Personal computers and related software; in particular Microsoft Office products Word, Excel, and ACCESS and PowerPoint.

Internet and HRIS technology

HR policies and procedures, rules of formatting, reports, charts, etc.

Ability to:

Plan, and schedule own work.

Prioritize simultaneous tasks independently.

Be detail oriented.

Research information and data and prepare reports.

Demonstrate good follow through skills.

Comprehend and make inferences from written material and verbal and/or written instructions.

Interpret and explain City Human Resources benefit and retirement programs.

Demonstrate strong written/verbal presentation skills.

Plan and conduct meetings and direct groups toward desirable objectives.

Listen and communicate effectively both orally and in writing with all those encountered in the course of work.

Proficiently operate a variety of standard office equipment, including a personal computer and related software requiring continuous and repetitive arm, hand and eye movement.

Establish and maintain effective working relationships with City officials, City staff and the general public.

Lift, carry, and move objects weighing up to 25 pounds.

Maintain regular consistent attendance and punctuality.

Maintain confidentiality

Education & Experience

Any combination of education and experience equivalent to 2 years college level coursework in behavioral sciences, human resources, business, public administration, or related field and 2 years experience in employee benefit programs.

FLSA Status: Non-exempt

HR Ordinance Status: Classified